WHAT IS CLAIMED IS:

1   1. A telecommunications call center, comprising:

2   a database for storing call information;

3   a query engine operably coupled to said database; and

4   a graphical user interface coupled to provide query parameters in a text form;

5 and

6   wherein said query engine is adapted to translate said query parameters into

7 a database-readable form.

1   2. A telecommunications call center in accordance with claim 1, said

2 database-readable form comprising a Structured Query Language (SQL) form.

1   3. A telecommunications call center in accordance with claim 2, wherein

2 results of a query are provided to said graphical user interface in a text-readable

3 form.

1   4. A method, for use in a telecommunications call center, comprising:

2   inputting call center database text query information into a graphical user

3 interface;

4   translating said call center database text query information into a database-

5 readable query; and

6   returning a result of said database-readable query to said graphical user

7 interface for display.

1   5. A method in accordance with claim 4, said translating comprising

2 translating into a Structured Query Language (SQL) form.

1   6. A method in accordance with claim 5, said inputting further comprising:

2   selecting one or more fields to view from a first graphical user interface

3 window; and

4   selecting predetermined criteria to apply to said fields using a second

5 graphical user interface window.

1   7. A telecommunications system comprising:

2   one or more telecommunications networks;

3   a switch configured to switch calls between devices on said one or more

4 telecommunications networks; and

5   a call center adapted to monitor calls through said switch, said call center

6 including

7   a database for storing call information;

8   a query engine operably coupled to said database; and

9   a graphical user interface coupled to provide query parameters in a

10 text form; and

11   wherein said query engine is adapted to translate said query

12 parameters into a database-readable form.

1   8. A telecommunications system in accordance with claim 7, said database-

2 readable form comprising a Structured Query Language (SQL) form.

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1   9. A telecommunications system in accordance with claim 8, wherein results

2 of a query are provided to said graphical user interface in a text-readable form.

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1   10. A telecommunications system in accordance with claim 9, said graphical

2 user interface comprising

3   a first screen for selecting fields for searching;

4   a second screen for entering search criteria for said fields; and

5   a third screen for displaying results of said searching.

1   11. A method, comprising:

2   providing one or more telecommunications networks;

3   providing a switch configured to switch calls between devices on said one or

4 more telecommunications networks; and

5   providing a call center adapted to monitor calls through said switch, said call

6 center including

7   a database for storing call information;

8   a query engine operably coupled to said database; and

9   a graphical user interface coupled to provide query parameters in a

10 text form; and

11   wherein said query engine is adapted to translate said query parameters into

12 a database-readable form.

1   12. A method in accordance with claim 11, said database-readable form

2 comprising a Structured Query Language (SQL) form.

1   13. A method in accordance with claim 12, wherein results of a query are

2 provided to said graphical user interface in a text-readable form.

1   14. A method in accordance with claim 13, said graphical user interface

2 comprising

3   a first screen for selecting fields for searching;

4   a second screen for entering search criteria for said fields; and

5   a third screen for displaying results of said searching.

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1   15.   A telecommunications method for providing a call center, comprising:

2   providing a database for storing call information;

3   providing a query engine operably coupled to said database; and

4   providing a graphical user interface coupled to provide query parameters in a

5 text form; and

6   wherein said query engine is adapted to translate said query parameters into

7 a database-readable form.

1   16. A telecommunications method in accordance with claim 15, said

2 database-readable form comprising a Structured Query Language (SQL) form.

1   17. A telecommunications method in accordance with claim 16, wherein

2 results of a query are provided to said graphical user interface in a text-readable

3 form.

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